Give Blood and Help Save Lives!

by Erin Rogers, Marketing Project Manager

S
omeone will need blood transfusion every 3 seconds — 1 in 7 people admitted into the hospital will require blood products at some time during their stay. If you’ve had a loved one in need of a blood transfusion, then you may be aware of how very important it is for blood banks to provide health care facilities the blood they need to care for their patients — it can be a matter of life and death.

Providence and Carter BloodCare have a long-standing partnership, as Providence is very instrumental in both the supply (your donations) and demand (units we need to treat our patients) of available blood products. In 2010, Carter BloodCare shipped over 20,000 units of blood to health care facilities in North Central Texas — Providence received 8,206 units. In order to meet our community’s blood supply needs, Carter BloodCare requires 1,000 blood donations a day.

Your donations given at our bi-monthly blood drives directly impact the lives of many individuals. In fact, because each donation can be separated into three components, red blood cells, plasma, and platelets, Providence donations help care for over 500 patients in 2010! We greatly appreciate those throughout our network who donate blood. But, with a constant demand for blood, we are in need of more donors — especially people who regularly are committed to donating blood. The average donor donates twice a year — but for these Providence employees, donating is a regular activity:

Mary Ekrut, RN, Cardio Pulmonary Rehab

“Giving blood regularly is near and dear to my heart. I quickly realized its importance early in my nursing career, as I saw first-hand the critical necessity blood donations are for the care of patients undergoing open heart surgery. Many people choose not to donate, can’t donate, or feel they are too busy to donate...we are committed to a lot of things...each and everyday...and we find ways to fit them in....why not let one of those things be as rewarding as donating blood? The time investment is minimal....maybe an hour...but it is a gift of great value.”
In a matter of weeks we will re-open our Main Entrance and Lobby at Providence Health Center and our construction project for the Women & Newborn Center is well underway and still very near the target date for completion in early 2012. It's hard to believe that we've accomplished so much in such a short period of time...thanks for your attention to detail during the continued transition phase of construction and renovation.

As your President & CEO, I'm pleased to announce our new expansion into the 4th-Floor shelled space of the F. M. & Gloria Young Tower! By adding thirty medical/surgical beds we will be able to address capacity constraints due to increased patient utilization. The entire project totaling $6.8 million has been financed from hospital reserves and initial construction is expected to begin this month. Our ministry operations will continue without interruption during the projected 9-month construction period.

I've always said that people make the ministry...and here at Providence we've put together a team of folks that are dedicated to affirming the hope and joy of our work. Wherever you go...whatever service line you select...from our expanding network of clinics...to our growing home care agency...from our DePaul Center...to the campus of Providence Park...you will find people who are called to be generous in spirit; respectful and compassionate for the dignity & diversity of life; and, inspired through courageous innovation.

As a part of our family, I hope you'll join me in wearing red on Friday, February 4—together we'll raise awareness in the fight against heart disease among women. Providence is one of thousands of health center ministries across our country celebrating the American Heart Association's National Wear Red Day! In addition, our facilities crew has helped us light our fountain in the color red for the entire month of February to remind us of our role as the Heart Hospital—to stand against heart disease on behalf of all women.

So much has happened since our last issue of The Spirit of Providence—be sure to check out the pictures from our Christmas meal on pages 6 and 7...and photos from our incredible Volunteer Service Awards Celebration on page 9—at this special luncheon Donnie Harlan was recognized for 10,000 volunteer hours at Providence! Our friend, Jim Todd was awarded for 8,500 volunteer hours, and Doug Smith was recognized for 6,500 volunteer hours. All in all, seventy-nine Providence Volunteers were recognized for a combined 180,900 hours!

Together, we are becoming the place where people want to come for healing; where doctors want to practice medicine; and, where employees & volunteers want to come to work. Thanks for helping us fulfill our vision at Providence,

Your President & CEO,

Kent A. Keahey, FACHE
President & CEO

A mission of compassion. A vision of excellence.

Saturday, March 26, 2011
The Phoenix Ballroom

Sponsorships are now available, with all proceeds supporting the Providence Healthcare Network. For more information, please contact the Providence Foundation at 254.751.4762 or events@phn-waco.org.
Since 1963, February has been designated “American Heart Month” by the President of the United States as a requirement by Congress. The purpose of this proclamation was to raise awareness of cardiovascular disease, which is recognized as this country’s number one killer. Cardiovascular disease includes both heart disease and stroke. Americans are urged to join the battle against these diseases by increasing physical activity, quitting smoking, eating “right”, managing stress, and losing weight.

Additionally, the first Friday in February is recognized as National Wear Red Day. This day celebrates the Go Red For Women Initiative that began in 2004. Cardiovascular disease is the leading cause of death for women in this country and it kills more than the next four causes of death combined, including cancer. In 1996 only 30% of women were aware that heart disease was their number one killer. This number nearly doubled to 57% in 2006 with the awareness promoted by the Go Red For Women Campaign. Not only did this initiative increase awareness among the public, but also exposed health care providers to guidelines on prevention and treatment that are specific to women.

As the Cardiac Care Program Coordinator, I will be promoting excellence in the care of the heart attack and chest pain patients at Providence. This will include hospital as well as community education regarding recognition of symptoms and appropriate action if a heart attack is suspected. I will also be working collaboratively with referring hospitals and Emergency Medical Services to expedite transfer of heart attack patients to Providence with the goal of opening a blocked artery and restoring blood flow to precious heart muscle. The earlier blood flow is restored, the better the patient outcome.

If you suspect a heart attack, don’t delay… call 9-1-1 and seek medical attention immediately.

For further information contact: Rita Kuehl, RN, BSN; Cardiac Care Coordinator; phone (254)751-4007; email rkuehl@phn-waco.org.

February is American Heart Month
by Rita Kuehl, RN, BSN; Cardiac Care Coordinator

February is American Heart Month

by Dave Guyer, Vice President of Development and Executive Director of the Providence Foundation

The Providence Foundation held its sixth annual Benefactors Mass at Providence Park’s Christus Chapel on Tuesday afternoon, December 7th. Dave Guyer, Executive Director of the Foundation said, “This special worship service has proven over the years to be a wonderful way to say ‘thank you’ and to bless our Founders Society members for their generous and faithful support of Providence.” Founders Society members donate $1,000 or more each year, to the Providence Foundation. “Providence would not be the compassionate, excellent healthcare provider that it is today, without the philanthropic support of our generous donors, Guyer said.”

Monsignor Mark Deering served as mass celebrant and Providence priest Father Cyril Ejaidu served as concelebrant. In his homily, Monsignor Deering expressed his gratitude for the generous gifts from Providence Founders Society members, also stating that “We should praise God for all our blessings.” Kent Keahey, President and CEO of Providence, Terry Stevens, Chairman of the Providence Foundation board of trustees, and Sister Cecile Matushek, Vice President of Mission Affairs, played roles in the Mass. Each expressed their thankfulness to our Founders Society members as well. Sister Marie Therese Sedgwick, Chairman of the Providence Healthcare Network board of trustees, read the names of those Founders Society members who were attending the Mass. As their names were called, they came to the chapel altar to light a candle as part of the poignant candle lighting service.

The Providence Foundation hosted a festive wine and cheese reception in the Providence Park Community Room following the Mass. Anyone interested in becoming a Founders Society member may contact the Providence Foundation by calling 751-4762.


The Huddle

If you walk around the hallway toward Cardiac Rehab in the morning around 8:30 you’ll see a very “distinguished” group gathering… squeezing into classroom 5. You may wonder what these department directors and administrators are doing there with standing room only (and no coffee or cookies available?). What brings so many there every day? That’s easy—it’s THE HUDDLE! No, it’s not the Cowboys game or the Chicago Bears, but instead, it’s time to see how safe, how reliable our loved Providence is each day.

So here’s the agenda: 1) How many days since our last serious safety event (SSE) 2) Bed count 3) What happened in the last 24 hours that was a safety issue? 4) What will the next 24 hours bring? 5) Would anyone not give us a 9 or a 10 on our patient survey? If so, what can we do about service recovery? When that is covered we end with a prayer asking God to bless us and guide us in our service of him. And all this in 15 minutes or less.

Well, you might say, I thought the core values were most important…and you would be very right—so let’s see how it fits together with Safety.

Service of the Poor: Generosity of Spirit

The poor, God’s poor, deserve the very best, so being safe is so important and it takes generosity of all of our spirits to provide this safe environment.

Reverence: Respect for persons most in need.

Because our mission calls us to serve the sick as we would serve the Lord Himself—of course we’d want to make no mistakes.

Integrity: Inspiring trust

We say we combine excellence and compassion so integrity means we do what we say. And we say we will treat our patients with the best care—so we must cause no harm.

Wisdom:

Constantly being aware of how we are delivering care, watching for mistakes and fixing them is truly wise.

Creativity: Courageous Innovation

Seeing where mistakes could happen and finding better ways to do things help us deliver safe care.

Dedication: Affirming the hope and joy of our ministry.

When we spend the day serving our patients and families in a safe manner, knowing that we serve God by serving the sick, it brings us tremendous joy.

As our Huddle comes to a close, we always begin our prayer by reminding ourselves that God is here—present, we know we are off to a great start of the day.

So join us by being ever watchful for safety issues, report them and help us solve any issues that come up. And don’t forget to join us in your heart in that most important part—our prayer!

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Providence’s Director of Pharmacy Retires After 26 Years of Service

Providence honored Fred Stewart, Director of Pharmacy, and thanked him for his 26 years of service during a reception held January 6. Fred began his career at Providence in 1984 as a pharmacist for the DePaul Center. In 1989 he began splitting his time between the DePaul Center and Health Center pharmacies and in 1992 he became the Health Center’s pharmacy supervisor. In January of 2000, Fred became the Pharmacy Director, overseeing the acute care pharmacy, the outpatient retail pharmacy (Plaza Pharmacy) and the DePaul Pharmacy. We will continue to see him throughout our halls as he will begin a PRN/part-time schedule.

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From left, Kay and Fred Stewart, President and CEO, Kent Keahey

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The Spirit of Providence

Providence Home Care is often a good option for patients recently released from the hospital or patients under a doctor’s care that may have difficulty leaving home and could benefit from services such as:

- Skilled Nursing Therapy
- Medication Management
- Telehealth
- Wound Care
- Private Pay Care

Providence Home Care is proven to decrease return visits to the emergency room due to the ability to monitor patients and detect and resolve issues before they become severe.

Providence Home Medical Equipment provides individuals with medical equipment that can drastically improve the quality of life. Not only do we offer a wide variety of products, but also free and prompt delivery, as well as an on-call staff who ensure that customers receive the products they need in a timely manner.

Providence Park is available to those seeking independent living space in a safe, comfortable Christian environment, as well as those who need additional levels of care from short-term rehabilitative care to assisted living or long term nursing care. Each area is designed to provide residents with optimal quality of living.

- St. Catherine Center (nursing care)
- Sub-Acute Care Unit (rehabilitative care)
- St. Elizabeth Place (assisted living)
- The Village (independent living)

Geriatric Behavioral Health Unit at DePaul offers seniors and their families with a place to turn when concerns of mental health and safety arise. Treatment by both a psychiatric team and a medical team provide the right combination of care allowing most patients to return to their previous environment within a few days.

Symphony in Full Swing

by Jonathan D. Ford, VP Marketing & Public Policy

...continued from cover

A New Focus on an Older Generation

If Providence team members in Accounting, Human Resources, Supply Chain, and IT seem even more busy than usual over the next couple of months, it’s because many of them are doing very important foundational work in advance of Providence implementing Symphony. In fact, this is a perfect time to welcome our Symphony Project Manager, Christine Francis, to our ministry!

Symphony is the next step in our ongoing effort to operate our healthcare ministry more efficiently so we can carry on our mission of providing the highest quality care to all, with special attention to those who are poor and vulnerable.

“With a 106-year local legacy of caring and a desire to continue our ministry for years to come in Waco, we are always looking to improve the way we do things,” said Christine. “Through Symphony, we are making changes in how we operate in three areas: Finance, Human Resources, and Supply Chain—changes that will help us reduce costs while devoting more resources to our Mission and service to our community.”

What will we see? Well, for starters, we’ll see computer systems upgraded in all three focus areas . . . and, we’ll introduce new processes for how our team members work in these areas. Our new Finance, Human Resources, and Supply Chain processes and computer systems will provide our ministry with more timely, more complete information to help us make better decisions and do our work more efficiently.

Symphony in Full Swing...continued on page 8
Providence Employees Share Christmas with a Holiday Feast!


Love your Heart, Love your Body, Love your Self!

Our life-style choices play a pivotal role in preserving our own health. Commit to love your heart, body and self by practicing these lifestyle changes for 21 days. Don’t be surprised if they become habits you will want to continue for life!

Love your Heart: Walk Briskly—Walking strengthens your heart, bones and muscles…and improves your mood and mental alertness! Activity at a moderate level for 30 minutes a day, 5 days a week, you will feel better and be more effective in everything else you do!

Love your Body: Sleep—Sleep is needed to regenerate not only the body, but also the brain. Different regions of the brain rest during different stages of the sleep cycle, so it’s important that you get the recommended 8 hours per night!

Love your Self: Eat Healthy—Breakfast is fundamental…and fruits, vegetables, whole grains are critical foods to consume daily. It is also necessary to limit sweets, unhealthy fats.

Join SmartFISH today if you are not already a member. It’s FREE!

Contact Lynette Bonge at 751-4369 or email at: lrbonge@phn-waco.org today!

You’ll be glad you did.

Symphony in Full Swing

Q: What are some of the changes?
A: Our Symphony initiative will bring quite a few changes, but many of them have two common themes: Providence will standardize certain practices in Accounting, Human Resources, and the Supply Chain, and also centralize some of these functions. By design, Providence will use the same reporting mechanism and follow the same processes for common practices as ministries across Ascension Health. These include such practices such as:

- Recruiting
- Employee Benefits
- Contracting
- Payroll
- Purchasing
- Financial Reporting

Q: And the benefits of Symphony?
A: As we implement Symphony at Providence, we will save time, reduce costs and have access to more useful information which can be shared and compared by all ministries across Ascension Health. We will be able to better compare our practices and find the best ways to do things. A related benefit will be the use of more advanced information systems to replace outdated ones. The new systems will provide us with the data needed to help us make the very best decisions in today’s marketplace!

Q: Will Symphony change how Providence provides care in Waco?
A: Among one of the most important benefits of Symphony is the provision of critical information related to clinical outcomes and patient safety! This will help our caregivers make better decisions in a more timely fashion…and, we can draw down information from our sister ministries across Ascension Health that may help us improve the way we give patient care here at Providence.

These are but a few good starter questions…and, in this feature section of The Spirit of Providence, we will continue to field these types of questions throughout our testing phase and into the actual deployment of Symphony here in our local ministry over the next few years.

So, with Symphony in full swing in Waco, Texas…it’s actually difficult to overstate what a difference it will make to have consistent, excellent data at our fingertips. Without a doubt, as a result of Symphony, Providence will be able to move more confidently and swiftly to fulfill our Mission in Waco, McLennan County, and beyond. An excellent symphony is comprised of many artists playing different instruments to produce a common thread of music…this is exactly what our Providence team members in Accounting, Human Resources, and Purchasing are already doing.

Chaplain’s Corner

“Take courage, it is I, do not be afraid.” (Mark 6:50)

I n the last two months we have celebrated the solemnity of Christmas in which we, as a community, have acknowledged Emmanuel, “God with us” and Epiphany, in which the Christ child was revealed as the “King of Nations.” Yet, it doesn’t take too long to get back into the hustle and bustle of life and work. Consequently, it becomes easy, even for the most faithful among us, to forget these profound and exciting proclamations.

As the freshness of these wonderful days wears off, it can become more difficult to see Christ active in our lives. It has happened to many saints. It happened occasionally to the Apostles, his closest friends, too. Christ would say to them something like, “how long do I have to be with you before you get it.” One particular occasion was right after they had been with Christ and witnessed the miracle of feeding the five thousand. They got into a boat to cross the Sea of Galilee to meet him on the other side and a storm moved over the water. They were rowing against the wind and their boat was being tossed about and they became afraid. Suddenly they saw Christ walking on the water toward them and he said, “Take courage, it is I, do not be afraid.”

Sometimes we may feel like we are “rowing against the wind” and “being tossed about by the waves,” too. Sometimes when we can’t understand Christ with our minds or feel him in our hearts, it is important to know through faith that he is with us, in the depths of our souls, saying these same comforting words to us, “Take courage, it is I, do not be afraid.” He doesn’t leave us orphaned or alone, even though we may not be able to feel his presence. He’s with us. He has carved us in the palm of his hand. He counts every hair on our heads. He knows our needs even before we speak them. When we fall it is his arms that ultimately catch us.

It doesn’t mean that we will get through this life unscathed, but it does mean that He is with us in the storm and thereafter. So, when you feel lonely, or in the storm, or in the desert, do not be afraid, “take courage” because He is with you.
If you were given a gift of time….time to do something “special” for yourself, what would you do? Maybe go to the salon, read a book, take a trip….But what if you could do something special for someone else? The nearly 200 men and women of our Providence Volunteer Services who gift their time and talent make a difference each and every day in the lives of both patients and staff. From assisting visitors at the front desk, and helping patients and staff throughout the network, to hosting bake sales and running the gift shop, and so much more, our volunteers logged over 41,656 hours of volunteerism this past year. That’s over 1,700 days and almost 250 weeks of service! During the Volunteer Awards Ceremony in November, our Providence volunteers were honored for their time and dedication and awarded pins for reaching volunteer hour benchmarks. The top awards went to Doug Smith, emergency department, who received his 12th and 13th pins for reaching both the 6,000 and 6,500 hour benchmark, Jim Todd, emergency department, who received his 17th pin for reaching 8,500 hours of volunteerism, and Donnie Harlan, who received her 20th pin for reaching the 10,000 benchmark! Combined, 90 volunteers were recognized for contributing over 180,000 hours of volunteerism.

Thank you to each of you for the difference you make each and every day. Your dedication and commitment to this ministry is greatly appreciated!
This holiday season, our Providence family gave an amazing gift to our Waco community. During the annual Food for Families Food Drive, Providence Healthcare Network collected 4,185 pounds of non-perishable food items. This topped our donation from last year by almost 700 pounds! These generous donations help stock the shelves of 10 food pantries throughout McLennan County which provide food to those in need year-round.

During a reception held at the Salvation Army Community Center, Mayor Jim Bush presented Sr. Cecile Matushek an award which recognizes Providence for collecting the most pounds of food within our category.

The spirit of giving continued during our Christmas toy drive benefiting the Mission Waco Toy Store. From stuffed animals and dolls to basketballs and board games, our Providence family donated several hundred items that will benefit the Mission Waco Toy Store. The Mission Waco Toy Store offers struggling parents the opportunity to purchase new toys at an 80% discount. Thanks to our generous donations, hundreds of Waco community families were blessed this year!

Thank you to our environmental services team who worked together to collect all of the food and toy donations from each department, and to our DME team who delivered the food donations to KWTX.

In celebration of his legacy, Providence hosted its 26th Annual Martin Luther King, Jr. Memorial Celebration on January 17. This very special celebration included the presentation of the colors by Boy Scout Troup No. 476, the Pledge of Allegiance and special music by Jonathan Ford, VP of Marketing and Public Policy. Each year, Providence holds an essay writing contest for the 5th graders at Brook Avenue Elementary. This exercise encourages the students to think critically about Dr. King’s message of peace and justice and about how his legacy impacts them. This year’s first-place winner, Savanna Trevino, was awarded a $100 gift card to Toys-R-Us for the purchase of a new bicycle!

Keynote speaker Rev. Joe A. Carbajal, Senior Pastor of Mighty Wind Worship Center, spoke on Martin Luther King’s legacy—one of equal rights and human dignity. He challenged the audience to think of their role in fulfilling Dr. King’s dream:

“...the question today is not ‘did Martin Luther King, Jr. do his part in keeping the dream alive?’ …the question is ‘are we doing our part?’” Rev. Carbajal said.

Quoting Dr. King, Rev. Carbajal expressed that we have come a long way, but we cannot become complacent. We still have a long way to go:

“As long as people keep quiet about social injustice … we still have a long way to go. Until we see the glory of the Lord on all men’s faces … we still have a long way to go,” he said.

His dynamic message ended with one of his favorite quotes from Dr. King: “If a man is called to be a street cleaner, he should clean streets even as Michelangelo painted, or Beethoven composed music, or Shakespeare wrote poetry. He should sweep streets so well that all the hosts of heaven and earth will pause to say, here lived a great street cleaner who did his job well.”
The Spirit of Providence

It’s a Girl! Providence Healthcare Network Welcomed its first baby of the New Year.

Cute as a pumpkin….sweet as pie! Edith Henderson, Nutritional Services, dressed as a pumpkin to promote Togo’s special Thanksgiving cakes and pies.

Our Partners in Education from Brook Avenue Elementary, visited the health center to spread holiday cheer throughout our halls. Following the caroling they gathered for a special lunch and Christmas craft.

Tis the Season to be Jolly!

by Heather Beck, Providence Foundation Development Officer

P rovidence Foundation Forum Members gathered together on the evening of December 9th to celebrate the season with friendship, food, and festive, over-the-top Christmas sweaters!

The annual Providence Foundation Forum Christmas party was held at the beautiful home of John and Ellen Derrick, Providence Forum members.

Winners of the most festive Christmas sweater contest were Lee and Brandi Ray, who went all-out Griswold in their head to toe Christmas apparel. Close runners up were Jim and Amber Greenwood, whose sweaters featured Christmas bells that jingled, jangled as they strode merrily along.

Forum members brought over 50 new toys to the party as donations for Mission Waco’s Christmas Toy Store, which enables struggling parents to purchase new toys for their children at an 80% discount. Thank you Forum, for your generosity and spirit of giving!

The Providence Foundation would like to warmly thank John and Ellen Derrick for so graciously opening their lovely home to the Forum to celebrate the Christmas season! Thank you for blessing us with a beautiful venue to celebrate together. For more information on the Forum, contact Heather Beck at the Providence Foundation – 254.751.4762 or heather.beck@phn-waco.org

by Heather Beck, Providence Foundation Development Officer

It’s the Season to be Jolly!

by Heather Beck, Providence Foundation Development Officer

Jim Greenwood, Ryan Beck and Samuel Castillo, III

Amanda Holland & Nicki Brown

Our Partners in Education from Brook Avenue Elementary, visited the health center to spread holiday cheer throughout our halls.

Providence volunteers worked together to spread Christmas cheer! Beautifully trimmed Christmas trees, garland, wreaths and more decked our halls from the rotunda all the way down to the medical plaza!

It’s a girl! Providence Healthcare Network Welcomed its first baby of the New Year. Kah’Mari Davis was born Saturday, January 01, 2011 at 3:14 a.m. She weighed 7 lbs. and 13 oz. In celebration of her arrival, Sr. Celeste Matushek, Vice President of Mission Affairs, and Melanie Hejl, RN, presented proud mom, Brandy Glinski, with a gift basket filled with bathing accessories and toys for the new infant. The basket was generously donated by Providence Volunteer Services.
Give Blood and Help Save Lives!

Fred Stewart, Pharmacy
“I have been donating for over 30 years. I do it because it is something I can do. Many people choose not to donate…but many people who are willing, may not be able to do so. But I can contribute—I can donate.”

Glenda Rodríguez, Environmental Services
“I had donated in the past and had been thinking about starting again. And when a friend asked me to attend the December blood drive with her, I thought this was the perfect opportunity to begin donating again. I like to help people and I think it is neat to think about how my one donation can help not necessarily just one person…but up to three people!”

Richard Stout, Outpatient Physical/Occupational Therapy
“My dad has been a great role-model for giving…he has been donating blood since the 70’s. So in part, I have to keep up with him! But more seriously…the donations collected at Providence drives are used locally, to serve the patients we serve, and that is important.”

Charlene Cook, IT Applications Manager
“Ever since I can remember, my parents have been regular blood donors. I have been a donor since I was eligible to donate at the age of 16. I want to be the same role model of giving, for my daughter, that my parents were for me.”

Touch Someone’s Life—Donate Blood….Donate Blood—Win an iPod Touch!
Our first 2011 blood drive is February 22, and we want you to consider becoming a committed donor. Our monthly appreciation incentives will continue…but we are also starting something new! Each month you make a successful donation, your name will be entered into a drawing for an iPod Touch. The more times you successfully donate, the more chances you have to win! A winner will be drawn and announced following the December 2011 blood drive.

If you would like more information about our blood drives, or becoming a blood donor, please contact Erin Rogers: erogers@phn-waco.org